

Quality policy

The “power of Everyday Essential Brands” is the strategic platform for growth and success for our company.

Pacific Brands strength is our ability to create and sustain “Leadership Brands” and the required infrastructure to support our Brands.

We will continue to improve the quality of our product, business processes and management systems, to deliver Leadership Brands and to enhance operational effectiveness and business sustainability.

Pacific Brands senior management will periodically review this policy to ensure that this policy and our quality objectives remain consistent with our business needs.

We have systems for “protecting people, our product and the environment”.

We are committed to:

- recognising our workers, suppliers and customers are key resources
- ensuring that our Brands meet or exceed current product standards and relevant regulatory requirements
- continually striving to meet or exceed our customer’s requirements and consumers expectations
- effectively analysing and monitoring our processes to ensure continuous improvement of our business operations and drive additional operational efficiencies
- holding all managers accountable for quality management performance within their delegated level of responsibility and against performance objectives and targets; and
- providing appropriate resources to facilitate implementation of this policy and the Pacific Brands quality management system (QMS) standards.

It is the responsibility of all workers, contractors and suppliers to ensure that we deliver our products and services to our customers in accordance with the relevant business management system and this quality policy.

The principles in this policy apply to all locations and businesses of Pacific Brands. The national quality team will implement and maintain the Pacific Brands quality management system (inclusive of standards, policies and procedures). This system will be monitored regularly to ensure its effectiveness and integrity to facilitate continuous quality improvement.



John Pollaers
Chief Executive Officer
Pacific Brands

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